

Ala-FACTS

PILOT COUNTIES SELECTED

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Crenshaw, Lee, Montgomery

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**Don Griffin, Conversion/Interface
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The counties which have been selected to pilot the FACTS Project will help pave the way for the ongoing work necessary to ensure that the whole state is well-prepared to “go live” on schedule. They are to be commended for their willingness to go first in the process! *see p.4 for details....*

FACTS in the Pilot Counties

Project Director Tom Bernier, Family Services Director Paul Butler, and APS Director Doris Ball conducted introductory visits with pilot counties in November.

The Directors of the Pilot Counties are enthusiastic about the system and are committed to the implementation of the FACTS Project.

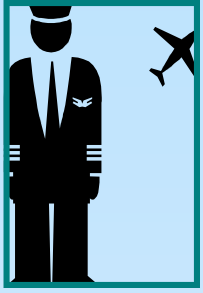
The FACTS Project Team will be working with these counties to prepare for training, learn about revisions in business processes, and obtain ongoing feedback that will inform the implementation procedures in the other 65 counties.

Our Agency's Vision

Helping change lives for the better by providing the premier social welfare programs in the southeastern United States .

We Wish the Pilot Counties all the Best!

Welcome to FACTS



Pilot Status: What it Means

The pilot counties will have a significant impact on the future direction of FACTS. They will benefit from increased training and support, yet may experience challenges that have yet to be identified. The lessons learned about what yields the best outcomes during implementation will be valuable tools for all counties as they approach their own “go-live” date.

The **FACTS Project** Team has an overall goal of successful design and implementation of the system. Within the project, there are smaller teams with specific tasks and objectives, each crucial to the success of the system. We want to tell you a little more about those teams and what they’re working on. See details below and on p.3. Got questions about the work of any team? **Contact-**
[facts@\[dhr.alabama.gov\]\(mailto:facts@dhra.alabama.gov\)](mailto:facts@dhr.alabama.gov)

FACTS TEAMS AT WORK

Conversion/Interface

The **Conversion** Team participates in system development tasks such as requirements determination, legacy data mapping, legacy gap analysis, data cleanup activities, determination of hierarchy of data, development and testing. This team is also responsible for any user group activities that occur with system users for the conversion of data from specified legacy systems to FACTS.



FACTS Teams Continued

Like Conversion, The **Interface** Team is responsible for participating in system development tasks such as requirements determination, design, development and testing. This team is also responsible for any user group activities that occur with system users for the Interface component of the FACTS. This includes the bi-lateral interfaces with ALECS, AOC, TANF and Medicaid systems.

Functional

The **Functional** Team participates in activities related to requirements and workflow validation, design, development, data conversion, interfaces and user acceptance testing. The Functional Team is made up of the following separate and distinct sub-teams:

- **Intake/Assessment/Investigation Team**
- **Case Management**
- **Provider/Finance**
- **Interface Team**
- **Reports Team**

Training/Implementation Team

The **Training/Implementation** Team is responsible for the user support aspects of the project, including end-user-training delivery, Cultural Change Management, Helpdesk and system documentation

Subject Matter Experts (SMEs)

Subject Matter Experts (**SMEs**) work directly with each Functional sub-team. The SMEs are comprised of State and County staff who are recognized experts in their program area and provide policy and procedural expertise.

Technical

The **Technical** Team is responsible for day to day activities related to the project's technical architecture, software architecture, configuration management and infrastructure. The team is composed of a Software Architecture Lead, Database Administrator, Architecture Developers) and Hardware/Infrastructure Specialists.



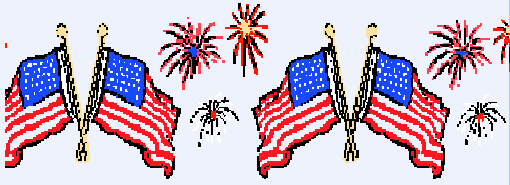
Beryl Washington,
Deloitte's Provider and

Finance lead, brings over 5 years of Health and Human Service experience to the Alabama FACTS project. She specializes in Medicaid and Eligibility determination.

Product Integrity

The Product Integrity Team has participated in requirements validation, JAD sessions, and deliverable reviews. The Team is preparing for the FACTS testing activities. While their major responsibility is for User Acceptance Testing, (UAT), they will be involved in all aspects of Acceptance Testing. This includes: setting up the test environment, facilitating UAT, monitoring performance, gathering critical test information and reporting defects.

FACTS for Our Troops

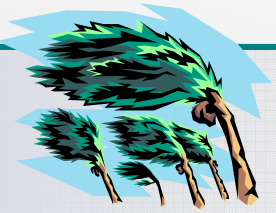


The FACTS Team has been privileged to collect items that we believe will be useful to our Armed Services personnel and for the school children of Iraq. The Team brought books, toiletries, notes of encouragement, and other items and submitted them to the troops. We plan to send other boxes throughout the life of the Project. Our message is: Come Home Safe and Soon!

The Training and Implementation Team of the FACTS Project estimates that **nearly 2000 users** will be trained on how to use the new system. ***That's a FACT!***

What's the Word? **James Slaughter, Deputy Commissioner for Field Administration**, is confident that FACTS will meet Alabama's needs. "We bought a system that's already had success", he said, adding that our agency's leadership is "committed to success".

Below: Melanie Graham, left, works with Daphne Manning to ensure that FACTS will support our ICPC work with other states and other countries. Melanie is Leader of the Functional Team, and Daphne is a Program Specialist in the Office of ICPC in Family Services at SDHR.



Disaster Preparedness

Alabama SDHR is committed to swift and helpful response to our clients in the event of disaster. A strong FACTS System will be a definite asset if disaster occurs. The system will be a quick and efficient means of obtaining contact and other information about our clients.



Did you know? It's a FACT:

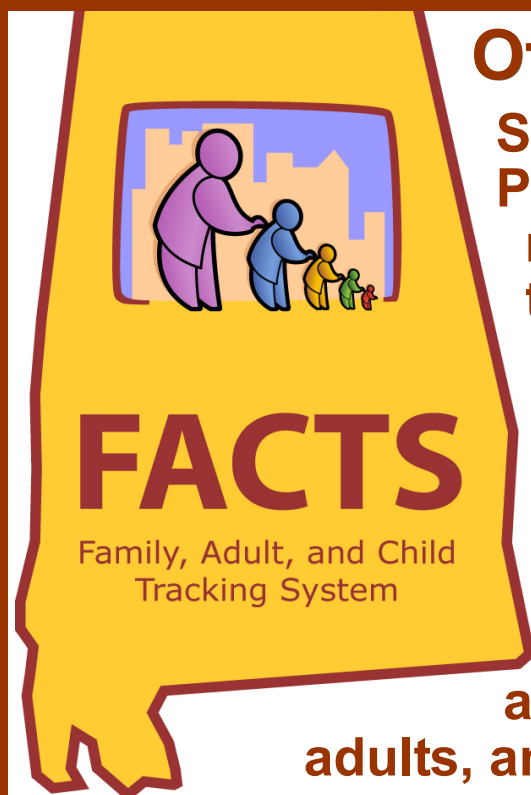
*After graduating from Hyde Park High School in 1915, **Amelia Earhart**, left, worked as a nurse's aide in a military hospital in Canada during WWI, attended college, and later became a **Social Worker**. Amelia took her first flying lesson on January 3, 1921, and in six months managed to save enough money to buy her first plane, a two-seater biplane painted bright yellow. Earhart named the plane "Canary," and used it to set her first women's record by rising to an altitude of 14,000 feet.*

FACTS: What's in it for ME?

That's a fair question, and we've got some answers for you. In addition to the many general benefits of a more standardized system, **check these out:**

- √ **ISP-Authorized services are automatically documented and maintained in the system.**
- √ **No longer necessary to complete 1878**
- √ **APS and Child Welfare Workers will create purchase order from service log**
- √ **The SYSTEM will determine funding source.**
- √ **Contract Providers NO LONGER BILL (It's invoice-generated.)**
- √ **The system will bill.**
- √ **The system's IV-E Module replaces the 755.**
- √ **Many forms to be generated by the system.**
- √ **APS will now capture Preventions in FACTS.**
- √ **Much less paper documentation.**

There are other benefits to come.....and we'll keep you informed along the way.



Official System Logo Approved

Staff from Family Services and Adult Protective Services, Project Team members and others helped with the design of our system logo, left.

We are “The Yellowhammer State”, and our agency serves a diverse group of citizens. The symbol represents the

multi-generational and multi-cultural features of our clientele. Finally, we emphasize “home” behind the figures as the heart of our work with families, adults, and children. Thank you for all you do!

Thanks to **Adult Service** workers across Alabama, elderly or disabled adults receive a wide variety of services which includes immediate and ongoing protection from abuse and neglect, Day Care, Foster Care and others.

In June, 2007 alone, **375** adult abuse and neglect reports were received statewide. The FACTS System will, more than any prior methods,

support Adult Service workers to track and monitor their cases in greater detail. Adult Protective Services Director **Doris Ball** adds “Automating case management, payments and other documentation will allow APS workers to concentrate on the needs of

elderly and disabled clients. Much-needed information will be available for the first time, including tracking of court ordered placements, services and providers, automated TCM billing and much more! “



Just what is INTERNET?

Internet

The Internet is a worldwide, publicly accessible network of interconnected computer networks that transmit data using the standard Internet Protocol (IP). And talk about fast....It took 38 years for radio to reach 50 million users, 13 years for TV, and only 5 years for the Internet!

During the 1970s several computer engineers working at various research institutions came up with the idea of using telecommunications technologies to link their computers together. This effort, the forefather of the modern Internet, was known as the **ARPANET** (Advanced Research Projects Agency Network).



What's so great about FACTS anyway....?

A few more benefits:

- ✓ **Staff will not have to complete an ISP and then go into STAC to create an 1878 for the service.**
- ✓ **Workers will not have to reference a manual to get a list of what is needed to approve a provider, as that information will be available in the system.**
- ✓ **Social Workers and Supervisors will be alerted for important things to do .**
- ✓ **Automatic payment of Foster Home so the worker won't have to go into ERD, print report, then go into ACWIS and pay it.**
- ✓ **No looking for paper forms for 755 to complete - it will be on the system to complete and will be sent to SDHR.**

More FACTS



Johnathan Davis, Above, Johnathan holds a B.S. in Computer Information Science from the State University of New York, and has been with D.H.R. for six months. He is working with the Quality Assurance component of the project, and believes the system will **“be a real help to the social workers.”** He is a graduate of Autaugaville High School in Autaugaville, Alabama.

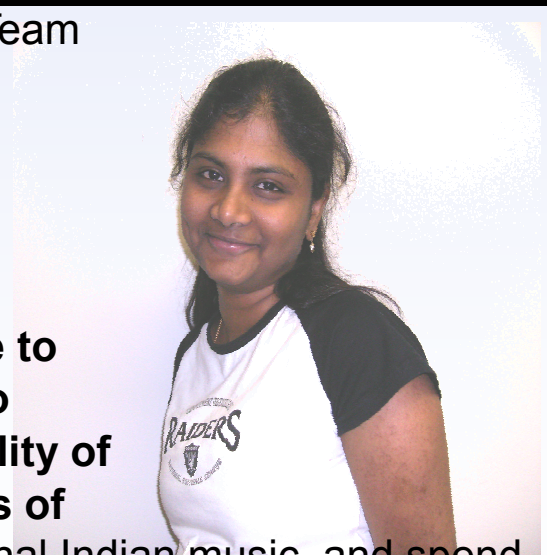


Jennifer Rainey, Above, Jennifer has 15 years total experience as a Programmer Analyst. Eight of those years have been with DHR .

Jennifer's pleased to see **“all processes incorporated into one system.”** She is from Troy, where she finished high school and college with a BS in CIS. Her primary area of expertise is policy and its automation.

Srilakshmi Velineni, Right, Deloitte Team

Ms. Velineni grew up in India, and received a Masters in Computer Application from Osmania University. With five years of experience and a working knowledge of best practice in systems, she believes FACTS is **“able to provide cutting-edge technology to staff, thus ensuring the utmost quality of service for the children and families of Alabama.”** Sri likes cooking, traditional Indian music, and spending time with family.



Spotlight on Team

Attention Users Statewide:

You may contact any member of the FACTS Team by calling 334-270-7300. The team is comprised of a diverse group of individuals who bring a variety of skills sets to the work at hand. They are interested in your questions and comments. You may also e-mail the general FACTS Project address at facts@dhr.alabama.gov. We encourage your interest and look forward to supporting your county through implementation.

“Enhancing the capabilities of the front line workers to deliver service to the people of Alabama is one key benefit to the new FACTS system.” This assessment comes from **James Jenkins**, Right, who grew up in Gary, Indiana., where he graduated from Theodore Roosevelt High School and IVY Tech State College. He had a 24-year career in the United States Air Force, and has been with DHR/ISD for six months as a Programmer/Analyst Associate with the FACTS Project. He enjoys singing, movies, and fishing!



Butch Ward, left, grew up in Millbrook, Alabama and graduated from Stanhope Elmore High School – “back when history books weren’t so thick”. He has been with D.H.R. for two years, and is working in the Interfaces area of the FACTS Project.

He is confident that the new system will **“allow our social workers to do their jobs better and more easily than before.”** While he attended Auburn University in Montgomery, he calls himself a “ferocious” Bama Fan !

Spotlight on Team



More about the...

FACTSTEAM



Prabhakar Arulraj, Deloitte Team, is confident that **“FACTS is a comprehensive system which is built based on SACWIS policies and practice. FACTS is User-friendly, robust, and a good tool for DHR to maximize the efficiency and quality of DHR employees’ work.”** Prabhakar is the Conversion Manager for Deloitte. He grew up in Vellore, a small town in southern India. He has a Masters Degree in Computer Science from St. Joseph’s college, and a total of 12 years in systems development. He enjoys pool and bowling.



Tim Preskitt, left, has over 11 years with DHR. He graduated with a degree in Business Administration from AUM. He attended Edgewood Academy in Elmore County where he grew up. He has eight years experience in the area of Quality Assurance testing on projects in Alabama and other states. He is confident that **“In FACTS, workers will finally have all the tools needed and promised with a fully functional SACWIS System”**.



Diana Hiott, SysTest Team, (above) comments “Most of my work in the last 11 years has been related to SACWIS systems, developing management tools and integrating systems into case practice. In 1999, I officially became a resident of the great state of Alabama, and am excited to serve on this project.” Since 1996, Diana has worked in eight states to support SACWIS development.

Diana received her Bachelors and Masters Degrees at The University of Illinois. She states “Much of the early studies on children and families involved with social service agencies were done in urban areas. I am excited to see **more data on rural families become available through an increased focus on legacy systems and new SACWIS development.** It is important to be able to look at statewide data to understand the needs of the families in

Did you know....?

On October 20, 1966, the first message was sent between two computers in California. *It's a FACT.*



Joan Foss, Training Lead, (below) has been with DHR for nearly 17 years, serving as a Trainer and Functional Analyst in various agency IT Projects. Joan grew up in North Dakota and lived for many years in Montana. About the new system, Joan is clear: **“Up-to-date tool that will enable better decisions with more information at your fingertips! Will become a tool that you can't work without!!!”** Joan loves to bake in her spare time.



Manan Shah, below, holds an M.S. in Computer Science from the New Jersey Institute of Technology. He has particular expertise in development of databases, and is confident that **“the new system will benefit social workers to provide faster and better services to Families; Adults; and Children.”** Manan has two “hometowns”: Mumbai, India and Atlanta, Georgia. Manan has been with Deloitte for six months.



Patricia Roberts, Conversion Team Lead. **“To finally have one system, as opposed to 20, that is efficient and intuitive for workers to utilize across the state of Alabama to help our families lead safer and healthier lives.”** These are the positive comments Patricia makes about the FACTS System. For eight years, she has worked with the SACWIS Project and holds a Bachelors and MBA from Troy University. Patricia graduated from Billingsley High School, and has lived in Wetumpka for the past 18 years.

Al Sears, Right,, brings experience from the Mississippi and Tennessee SACWIS Projects to FACTS, and stresses **“increased accountability and streamlining the users’/ workers’ day to day tasks”**. He is a veteran of the US Air Force, and graduated from Macon Academy and Troy State Montgomery. He also attended Georgia Military College, and was a contractor with the US Air Force’s “ACES” (Automated Civil Engineering System) for six years. Al is working on Quality Assurance/Control.





Deloitte staff **Sasmita Baral**, left, and **Eamil Makwana**, right, are working on Common Functions for FACTS. Sasmita and Eamil are originally from India and have seven years in IT Development and Support Projects. Of FACTS, Sasmita says “This highly dedicated teamwork is the most key thing I have ever come across!” Eamil added “**This will be good for the social workers!**”



Pictured above are **Amit Baranwal**, left, and **Guarav Garg**, right. Both graduated from the Indian Institute of Technology in Bombay, India, and both work on Common Functions for Deloitte. Further, both have experience with the SACWIS system in Washington, D.C. Guarav calls FACTS a “smart system”, adding that it will **enhance “centralized decisions, and offer better security features.”**

Spotlight on Team

Ashish Bhate, right, graduated from high school in Mumbai, India. His bottom line assessment? **FACTS “Will make life easier for the State workers.”** Ashish received his B.S. in Electronics and Telecommunication at the Government College of Engg at Pune University in India. He is a Deloitte team member with SACWIS experience and a variety of expertise. For enjoyment, he likes listening to music and reading novels.



Denise Walker graduated from Tuskegee Institute High, then received a Bachelors Degree from Tuskegee University and pursued post graduate studies at the University of Alabama. Ms. Walker has been with DHR for 30 years. Her extensive experience includes Crisis, Intake, Resources, Adoption, and most recently, Child Welfare Consultation. She says “I am literally experiencing the (slow) wave in practice move from pencil and paper, typing pools, dictabelts and counting providers on one hand to assisting with the design of a **system that has the capacity to consolidate the existing “systems”, streamline paper and capture the work we do with families throughout the life of a case.** I’m excited!” Ms. Walker enjoys making jewelry as a hobby.

*Questions? Comments? Call the FACTS Project at 334-270-7300
Newsletter edited by Freida Baker and Medridget Smith
Cultural Change Management / Implementation Team*



Teresa Sanders, left, has 18 years with DHR, and received her Bachelors Degree from the Univ. of West Florida. She's worked in many capacities for DHR, including food stamps, QA Coordinator/Resource Coordinator, licensing DC and FH/Adoptive homes, CAN and ongoing PS worker, Foster Care, and Intake. Teresa supervised FCS and Adult Services. She sees the new system as one that will benefit our staff immensely, reminding us **that workers "will not have to go from one system to another to work on a case, and will not have to fill out the TCM sheets for children and adults each month** (No supervisor like myself bugging workers to do this!) Social workers will not have to complete a paper CFA and bill for Medicaid rehab as the system will do that for them. They will be alerted for important things to do . It's going to be great!!"

ALABAMA ON THE ROAD TO SUCCESSFUL FACTS IMPLEMENTATION



TO ENSURE THAT SUCCESS, WE NEED THE FOLLOWING:

✓ **SUPPORT**
✓ **FEEDBACK**

✓ **ADVOCACY**
✓ **TIMELY COMMUNICATION**

Linda S. Harris-Daniel, right, has been with the ASSIST/SACWIS project since 2005, but began working for DHR on February 14, 2000. Linda works with the Conversion component of FACTS. Of the system, she **says "It will supply a comprehensive analysis of casework for social workers and help them to do a better job of keeping children safe, and will also increase the speed of communications on sometimes lifesaving issues to the social workers in Alabama."** She graduated from Shivers Sr. High School in Aberdeen, Mississippi, and holds a Bachelors Degree from Tuskegee University and a Masters Degree from Auburn University. She also graduated from Jones School of Law at Faulkner University in Montgomery.



We hope you enjoyed the latest edition of **Ala-FACTS**. Look for more information about the system on the soon-to-be-live FACTS Website.